



## MOTOR VEHICLES, DEPARTMENT OF CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

<b>DEPARTMENT:</b>	MOTOR VEHICLES, DEPARTMENT OF	<b>RELEASE DATE:</b>	Friday, February 26, 2010
<b>POSITION TITLE:</b>	CEA 4, Deputy Director	<b>FINAL FILING DATE:</b>	Monday, March 22, 2010
<b>CEA LEVEL:</b>	CEA 4	<b>EXTENDED FINAL FILING DATE:</b>	
<b>SALARY RANGE:</b>	\$ 9,018.00 - \$ 9,939.00 / Month	<b>BULLETIN ID:</b>	02262010_4

### POSITION DESCRIPTION

Under the administrative direction of the Director and Chief Deputy, Department of Motor Vehicles, the Deputy Director, Field Operation Division directs the activities of the department's field offices which provide vehicle registration, driver licensing and related services to the general public.

Major duties of this position include:

Reviewing and recommending to the Directorate plans, policies, and programs for the effective and efficient operation of the department's field office system.

Directing the implementation of plans and policies to achieve specific field office performance and service goals.

Directing staff in budget preparation and control, review of procedural and operational manuals, development and implementation of time reporting and personnel utilization reports, the development and coordination of capital outlay projects, legislative analysis, document control, and the provision of other administrative services necessary to field office operations.

Evaluating field office operations in order to identify problem areas, take needed corrective action, and keep the Directorate advised of the Division's compliance with established goals and anticipated performance levels.

Training and directing Regional Administrators in the management of field office regions, and adjusting resources among regions to meet changing operational requirements.

Working with top division management to develop leadership for the future.

Ensuring that complaints involving field office operations are promptly investigated and resolved.

**MINIMUM QUALIFICATIONS**

Applicants must meet the following minimum qualifications:

**Either I**

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

**Or II**

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

**Or III**

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

**Or IV**

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

**KNOWLEDGE AND ABILITIES**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

**CEA Level 1.** Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

**CEA Levels 2 and 3.** Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

**CEA Levels 4 and 5.** Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

### **DESIRABLE QUALIFICATION(S)**

Broad management experience, including experience with a customer service organization and oversight of program managers in separate geographic locations.

Experience in personnel management and leadership which demonstrates the ability to plan, organize, and direct multidisciplinary staff, including achieving planned objectives and outcomes; knowledge of customer service, training, staff motivation, recognition and development, and progressive discipline.

Experience in the principles and practices of organizations, fiscal management, the legislative process, and the department's Equal Employment Opportunity Program.

Experience that demonstrates the ability to lead change including developing, motivating, inspiring and building trust with subordinate managers as well as mid-level managers.

Well developed interpersonal skills and ability to communicate effectively orally and in writing; demonstrated ability to communicate and work effectively with executive levels in the department, governmental agencies and private industry, and with community-based organizations.

Demonstrated experience formulating and implementing policies.

Demonstrated experience resolving complex and controversial problems utilizing innovative thinking, discernment, decisiveness, and process improvements.

Experience that demonstrates the ability to effectively plan, organize, and balance multiple and conflicting priorities to achieve the highest-level outcomes, resolve operational issues and develop timely, effective, and cost effective solutions.

### **EXAMINATION INFORMATION**

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **CEA 4, Deputy Director**, with the **MOTOR VEHICLES, DEPARTMENT OF**. Applications will be

retained for twelve months.

*The results of this examination will be used only to fill this position.*

All Standard State Applications and Statement of Qualifications must be received no later than the final filing date of March 22, 2010.

You may fax a copy of your Standard State Application and Statement of Qualifications to ensure receipt by the Selection Services Unit to Lisa McCann at (916) 657-5848. Faxed copies of the Standard State Application and Statement of Qualifications must be followed up by the original Standard State Application and Statement of Qualifications post marked no later than the final filing date to the address indicated above.

Standard State Applications and Statement of Qualifications delivered in person must be placed in the Examination Drop Box by 5:00 p.m. on the final filing date. Standard State Applications and Statement of Qualifications received via interoffice mail after the final filing date will not be accepted.

For a copy of this examination bulletin please go to [www.dmv.ca.gov](http://www.dmv.ca.gov)

## **FILING INSTRUCTIONS**

### **Interested applicants must submit:**

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.

### **Applications must be submitted by the final filing date to:**

MOTOR VEHICLES, DEPARTMENT OF, Selection Services/Administrative Services Division  
PO Box 932315 - Mail Station G208, Sacramento, CA 94232-3150  
Lisa McCann | 916-657-7553 | [lmccann@dmv.ca.gov](mailto:lmccann@dmv.ca.gov)

## **SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

## **GENERAL INFORMATION**

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The MOTOR VEHICLES, DEPARTMENT OF reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned

change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>